

# Work Readiness Skills

	Code Number	Learning Objective	Date and Initials
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## Transition Skills Learning Objectives

- T-1. Understand individual learning style and how to adapt to other learning styles to make the most of learning situations.
- T-2. Organize daily activities and create a schedule to meet personal and work-related obligations.
- T-3. Understand how to continue to build personal skills and access education to advance on the job or transition to a new career.
- T-4. Get to work and personal appointments by utilizing a variety of transportation methods, identifying the best possible route, and selecting the appropriate strategy to arrive on time.
- T-5. Anticipate and manage crisis situations and identify alternative solutions when established plans of action fail.
- T-6. Obtain and maintain personal documents including working papers, social security card, driver's license, birth certificate and pay stubs.
- T-7. Understand how to analyze the requirements and responsibilities of, and enter into, contractual agreements (such as apartment lease, health club membership, credit card application, etc.).
- T-8. Open a bank account to manage income and pay bills.
- T-9. Access community resources to assist in overcoming potential barriers and avoid potential setbacks in progress toward success.
- T-10. Establish independent living situation including arranging housing, turning on public utilities, and setting up living quarters.

## Job Getting Skills Learning Objectives

- G-1. Explore career options that support personal values, skills, abilities and interests.
- G-2. Use labor market information to decide upon career opportunities which align with personal values, skills, abilities, interests, and income needs.
- G-3. Use variety of job search techniques to identify potential job openings.
- G-4. Use computer technology to conduct job search activities and apply for job openings.
- G-5. Complete applications to highlight skills, experience, and personal information pertaining to the job opening.
- G-6. Write a business letter (i.e., cover or follow-up letter) which highlights the most important qualifications for the job opening, shows interest in obtaining the job, and calls for action.
- G-7. Prepare a resume that summarizes skills and experience related to the targeted job or career.
- G-8. Develop appropriate telephone skills for contacting employers to arrange interviews, conduct interviews, and follow up on job leads.
- G-9. Develop interviewing skills that promote personal skills, previous experiences, and transferable skills relevant to job opening.
- G-10. Follow up after the interview to express appreciation, recap ability to do the job, and express interest in the job.
- G-11. Understand employment-related laws and rights governing employment situations.

# **Job Keeping Skills Learning Objectives**

## **Resources**

- K-1. Understand employer's expectations for attendance and adhere to work schedules (at work when scheduled, notifies when absent, arranges time off in advance, and completes appropriate vacation/day off forms).
- K-2. Understand employer's expectations for punctuality and adhere to them (arrives on time for work, takes and returns from breaks as scheduled, and calls prior to being late to notify appropriate person).
- K-3. Understand employer's expectations of timeliness for task completion or product delivery and manage time accordingly.
- K-4. Manage multiple tasks or responsibilities, prioritize work activities and schedule work accordingly.

## **Interpersonal**

- K-5. Demonstrate understanding, friendliness, adaptability, empathy, and politeness in new and on-going group settings.
- K-6. Assert self and present ideas in familiar and unfamiliar work settings.
- K-7. Demonstrate speaking, listening, writing, and social skills to participate as an effective team member.
- K-8. Communicate thoughts, feelings, and ideas to justify decisions or support position on workplace issues.
- K-9. Ask for feedback on performance or input for task completion.
- K-10. Interact appropriately with persons of authority and respond appropriately to workplace requests.
- K-11. Interact with co-workers in a professional manner.
- K-12. Respond appropriately to customer requests.
- K-13. Resolve conflicts with persons of authority, co-workers, and customers in the appropriate manner.
- K-14. Understand the impact of one's work on others and the final outcome.

## **Information**

- K-15. Select the appropriate information sources, analyze the information for meaning, and communicate the results accordingly in order to accomplish work tasks.
- K-16. Choose appropriate language/manners of expression and engage in appropriate conversations in the workplace.
- K-17. Research issues and situations at the workplace to form own opinion, action plans, and make recommendations for completing work tasks.
- K-18. Ask appropriate questions to clarify intent, understand outcomes, or solve problems.
- K-19. Respond appropriately to written and oral instructions in the workplace.
- K-20. Complete necessary forms, reports, and documents accurately.

## **Systems**

- K-21. Follow workplace procedures for use of machinery and equipment.
- K-22. Follow workplace safety procedures and develop safe working behaviors.
- K-23. Know where and to whom to go within the workplace when a problem or specific situation arises.

## **Technology**

- K-24. Select appropriate tools, equipment, and parts to accomplish task most efficiently.
- K-25. Maintain equipment and technology in proper working order.
- K-26. Use workplace equipment, tools, and technology in the ways for which they were intended.

## Thinking

- K-27. Recognize problems that exist (discrepancy between what is and what should be or could be), identify possible causes of the problem and create plans to solve the problems.
- K-28. Recognize and apply new knowledge and skills in both familiar and unfamiliar situations.
- K-29. Specify goals to achieve, generate alternatives to accomplish the goals, consider risks, evaluate possible solutions, and choose the best plan of action.

## Personal Qualities

- K-30. Exert a high level of effort and perseverance toward goal completion, work hard to learn new tasks.
- K-31. Seek out information to improve skills and performance.
- K-32. Believe in own self-worth and maintain positive view of self in order to contribute to workplace.
- K-33. Be a self-starter/initiate work activities and complete tasks without being told.
- K-34. Demonstrate self-control by responding unemotionally and non-defensively to workplace requests and situations (even when they may be unpleasant).
- K-35. Demonstrate trustworthiness by adhering to workplace policies, expectations, and values.
- K-36. Understand the impact of violating organizational values and choose an ethical course of action.
- K-37. Demonstrate honesty when faced with critical decisions at the workplace.
- K-38. Select appropriate and clean clothing or uniform and maintain personal hygiene (washed and styled hair, clean hands, absence of offensive body odors and fragrances) in accordance with industry/company standards.
- K-39. Stick to the task and complete projects fully even when undesirable or unpleasant.